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| Housing Infrastructure - phone service  91427 |
| Outcome objective: Victorians are safe and secure  Output group: Housing Assistance  Output: Housing Support and Homelessness Assistance |

**OFFICIAL**

**1. Service objective**

To provide advocacy and support services to social housing renters and prospective public housing renters in order to assist them in accessing and sustaining their housing.

**2. Description of the service**

Under this activity the funded community service organisation funded to:  
• provide statewide telephone advice and referral to social housing renters and public housing applicants.  
• provides active referral to regional housing offices, Social Housing Advocacy and Support program and social housing providers or other appropriate organisations.  
• provides referral to financial counsellors where required, and other specialist services to address family breakdown, mental health and disability issues.  
• involves renters in the service planning and management of the service.  
In order to achieve the above objectives for public housing renters, the provider is expected to work closely with the department.

**3. Client group**

The client group for this activity is targeted at existing social housing renters and prospective public housing renters requiring advice and referral to sustain their tenancy.

**4. Obligations specific to this activity**

In addition to the obligations listed in the Service Agreement, organisations funded to deliver this activity must comply with the following:

**4a. Registration and Accreditation**

* Independent review and accreditation against the department’s Human Services Standards, unless exempted.

**4b. Program requirements and other policy guidelines**

* [Human Services Standards policy](https://providers.dffh.vic.gov.au/human-services-standards-policy)

<https://providers.dffh.vic.gov.au/human-services-standards-policy>

* [Public Housing Infrastructure Program (PHIP) Guidelines](https://providers.dffh.vic.gov.au/public-housing-infrastructure-program-framework-and-funding-guidelines-word)

<https://providers.dffh.vic.gov.au/public-housing-infrastructure-program-framework-and-funding-guidelines-word>

* [Public housing policy and practice manuals](http://www.dhs.vic.gov.au/about-the-department/plans,-programs-and-projects/programs/housing-and-community-building/public-housing-infrastructure-program)

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**5. Performance**

Funding is subject to achieving the performance targets specified in Schedule 2 of the Service Agreement.

Performance is measured as follows:

**Key performance measure 1: Number of occasions of telephone service**

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| **Aim/objective** | To provide a tenancy advice and referral telephone service to social housing renters and public housing applicants |
| **Target** | The performance measure target is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Count the total number of calls during the reporting period. Occasions: each occasion of service is only counted once during the reporting period. |
| **Data source(s) collection** | * Service provision reports against workplan specifications |
| **Definition of terms** | A call is defined as the provision of advice and referral to a client Client is defined as a social housing renter or a prospective public housing renter  Service provision report including data detailing progress on outcomes against the service agreement and workplan specifications  Microsoft compatible spread sheet with client data report including data on suburb, referral source, housing status, housing provider and issue. |

**6. Data collection**

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
| --- | --- | --- | --- |
| Service provision reports against workplan specifications | Manual Data Collection | Public Housing Infrastructure Program data collection | Half-yearly |

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